

Strategies for trauma-informed workforce pipelines

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Agenda

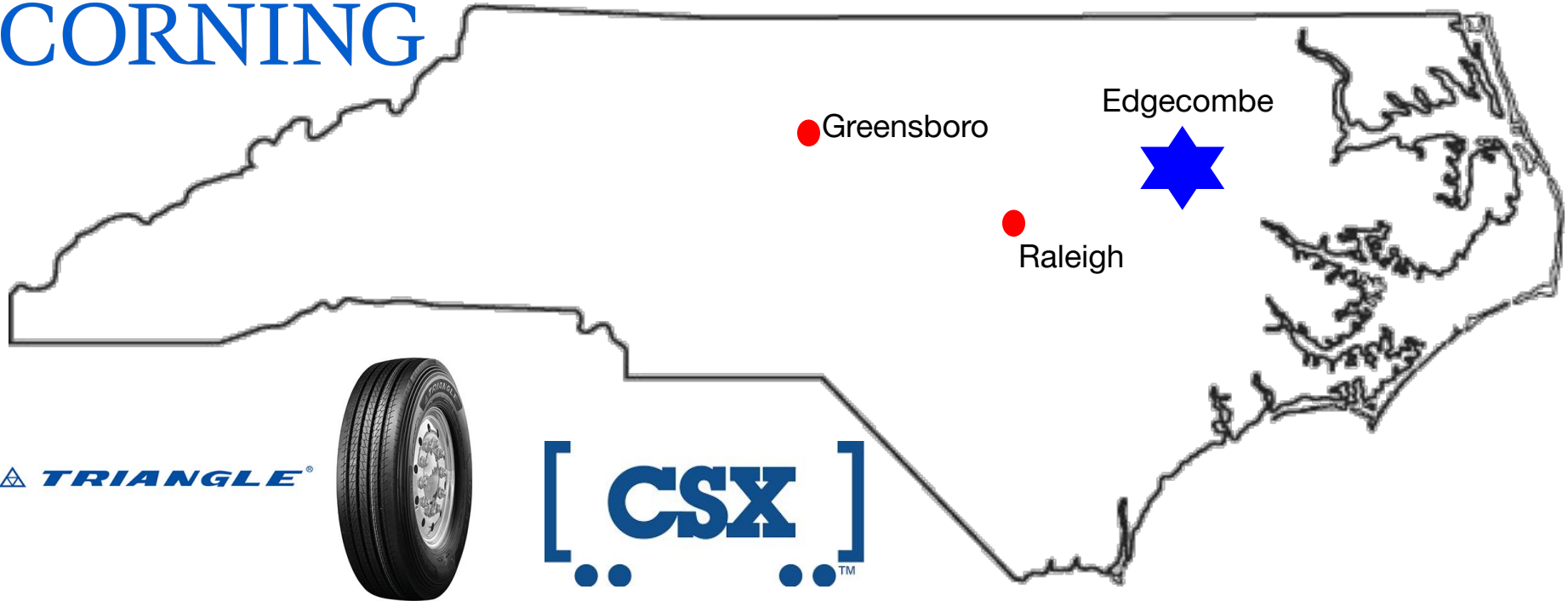
- ROI's story and context
- The challenge our state is facing
- Trauma and its impact on employability and soft skills
- Engagement process & strategy
- Pilots & results
- Q & A



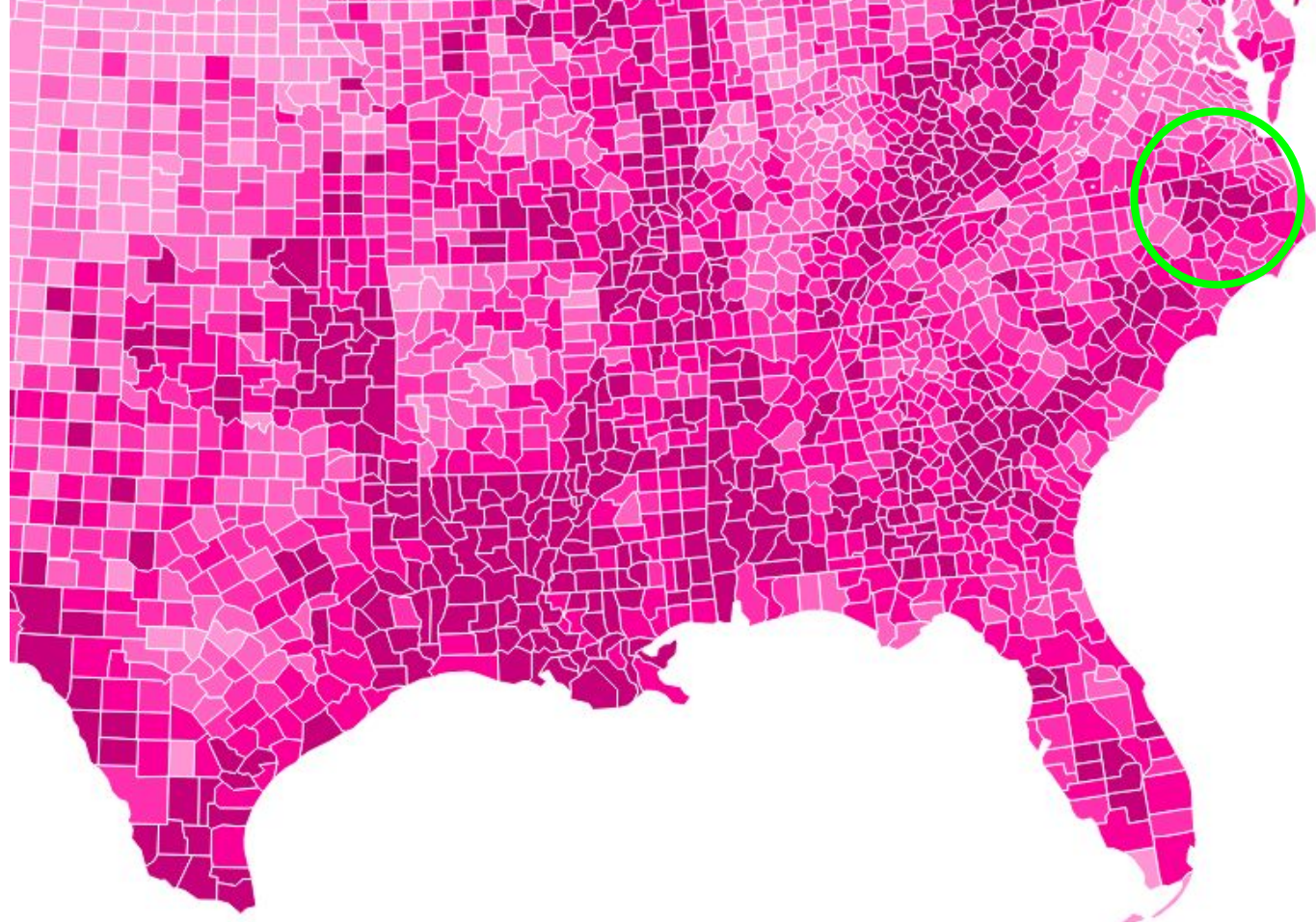


Our Home: Edgecombe County

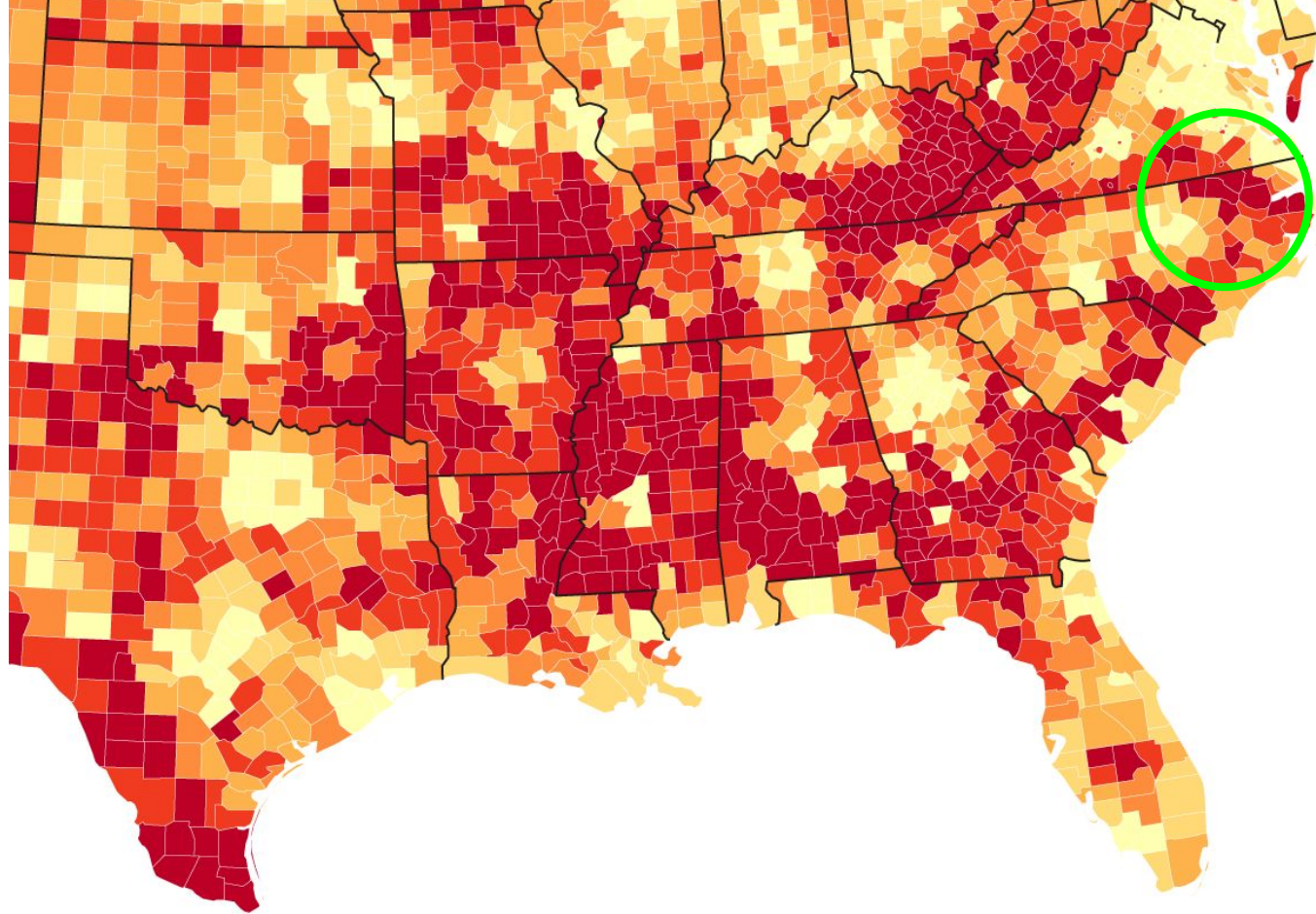
CORNING



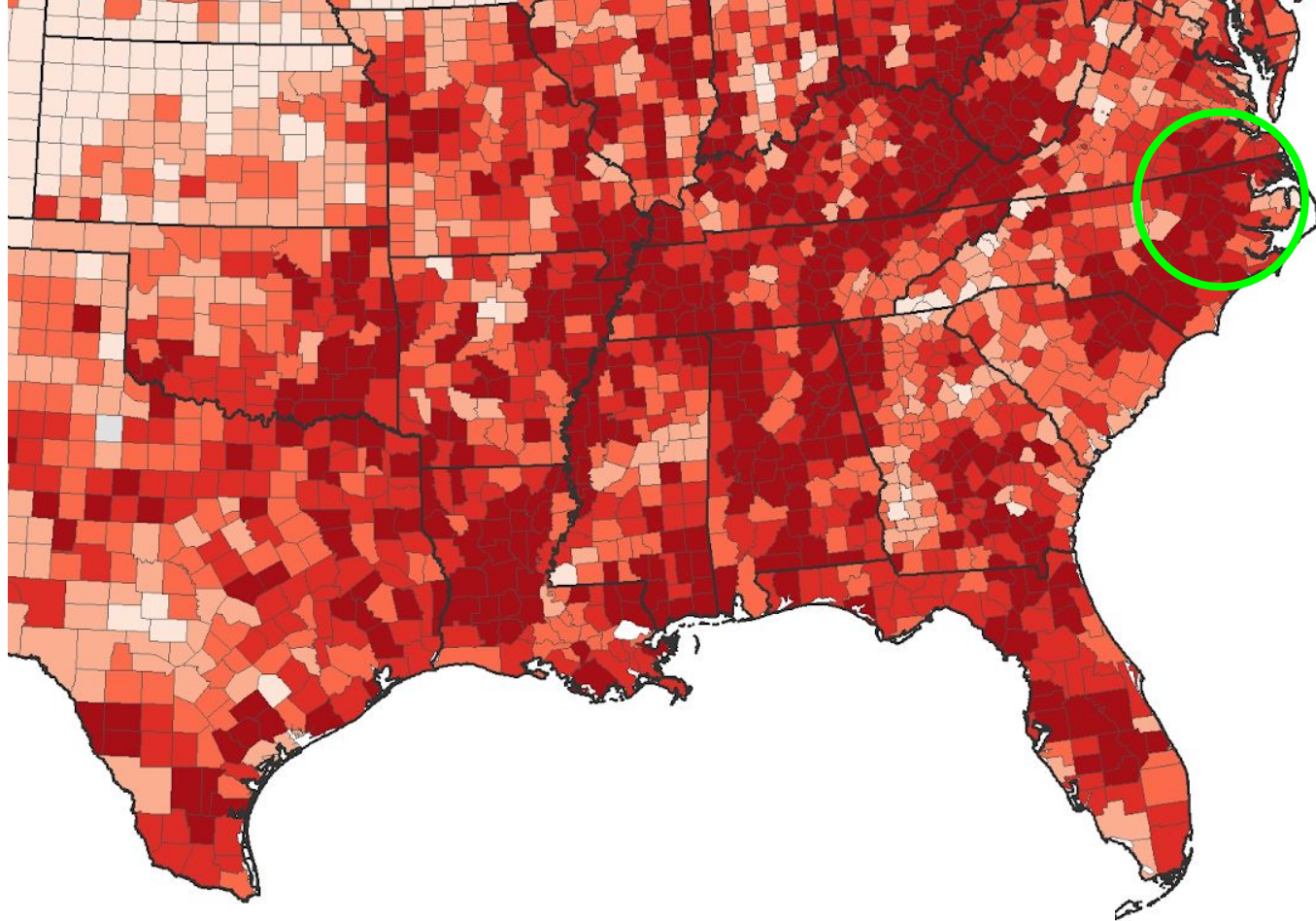
Unemployment (2018)



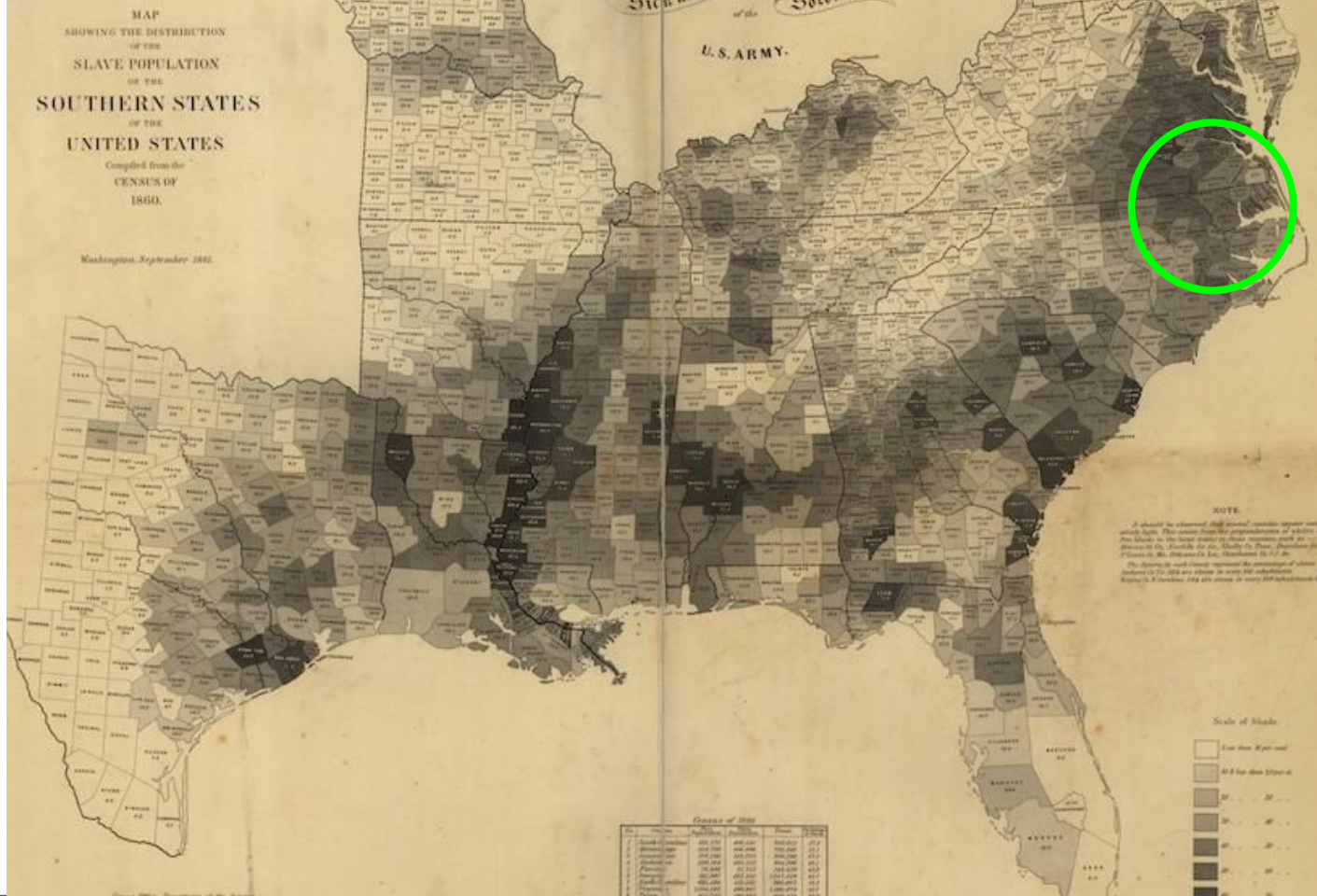
Median household income (2008)



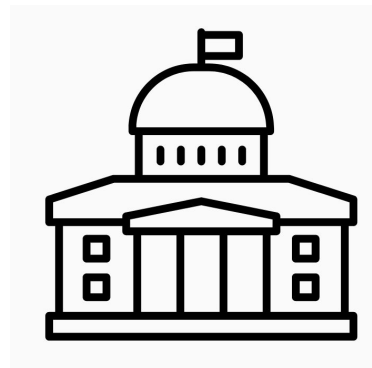
Heart disease hospitalization (2014)



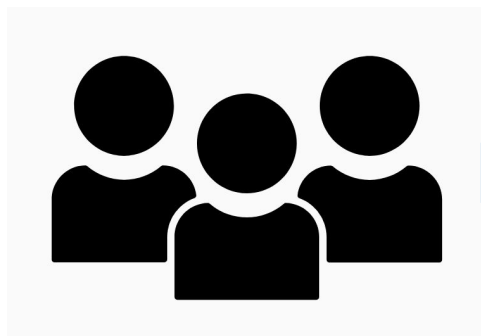
Enslaved population (1860)



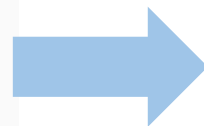
Rural Opportunity Institute



Business &
Institutions



Community
members



Learn about
historical trauma

Shift policy and
practice

Reconnect to
school and work



Workshops & Engagement

3000+ people

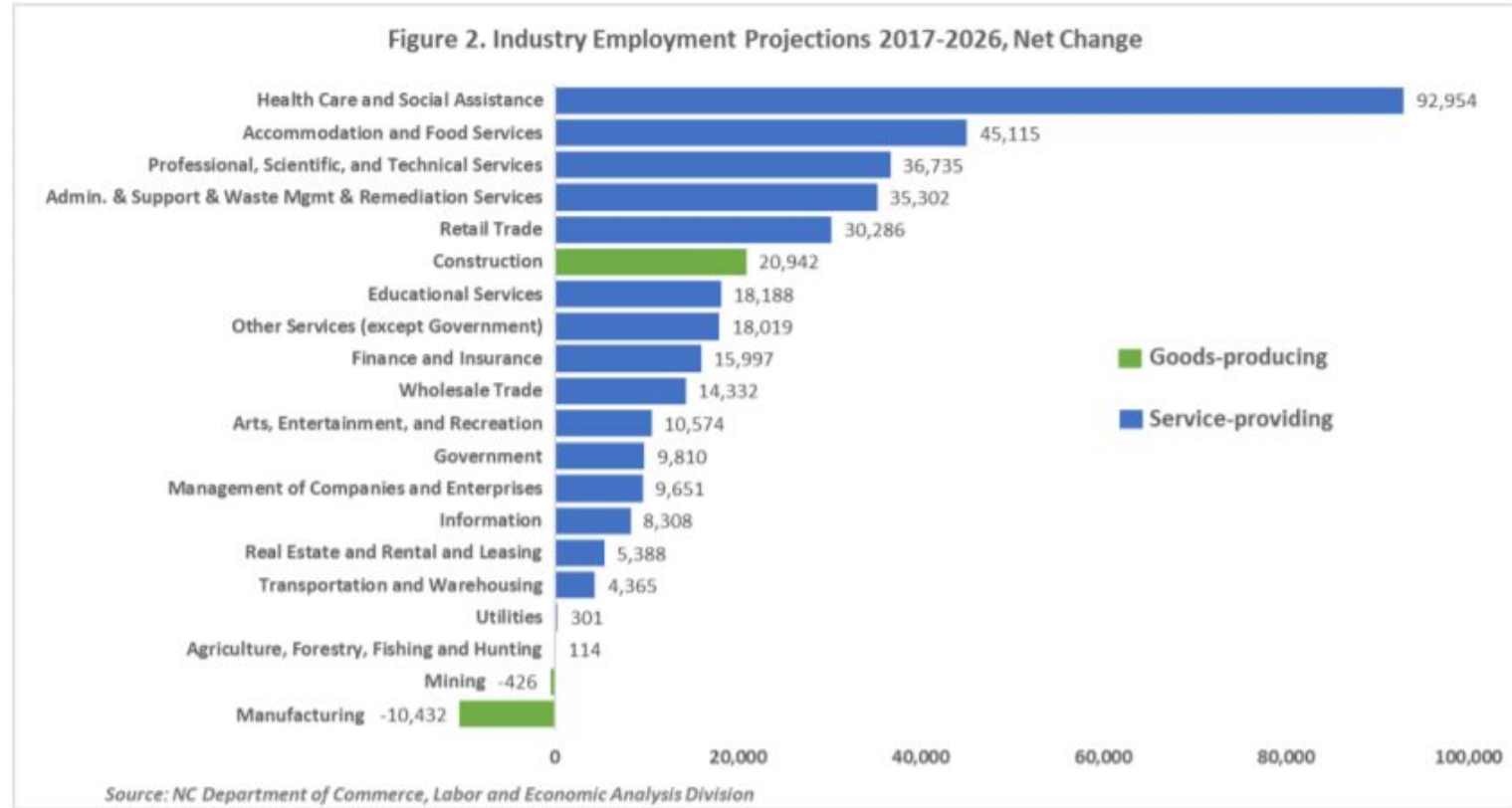
Cross-sector:

- Schools
- Higher ed
- Business
- Health
- Law enforcement
- Faith
- Community

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By 2026, NC will add 400,000 jobs, mostly service



The Hiring Challenge

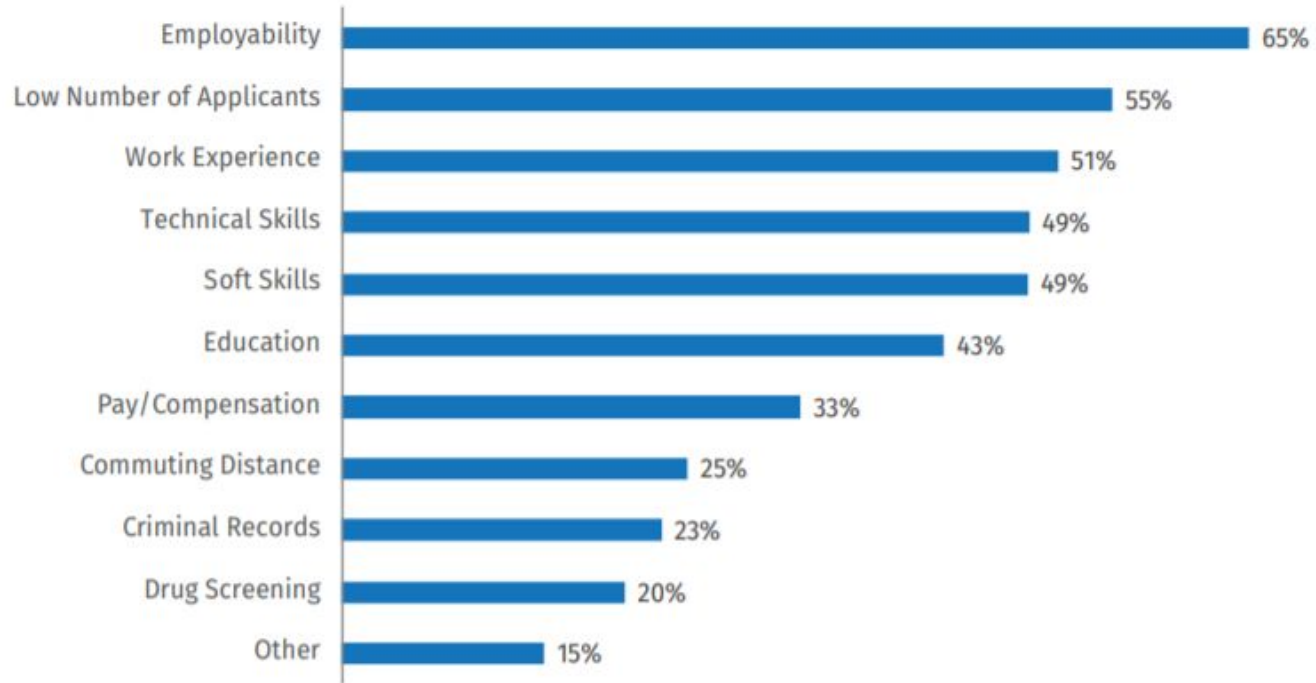
Percent of Hiring Establishments with Difficulty, Overall Sample*



**Among establishments of 10 or more employees in the Overall samples*

The Hiring Challenge

Reasons For Difficulty (Overall Sample, All Positions)

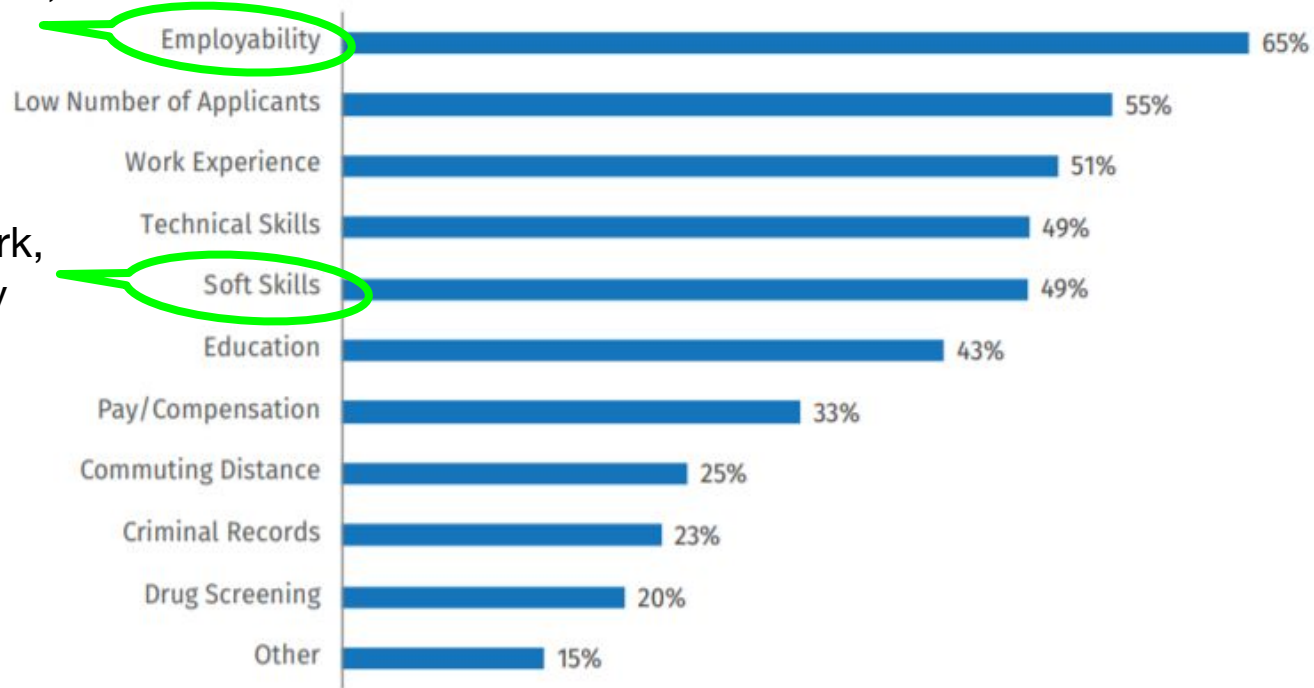


The Hiring Challenge - employability & soft skills

work ethic, professionalism,
reliability, motivation

communication, teamwork,
critical thinking, creativity

Reasons For Difficulty (Overall Sample, All Positions)



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Silent reflection

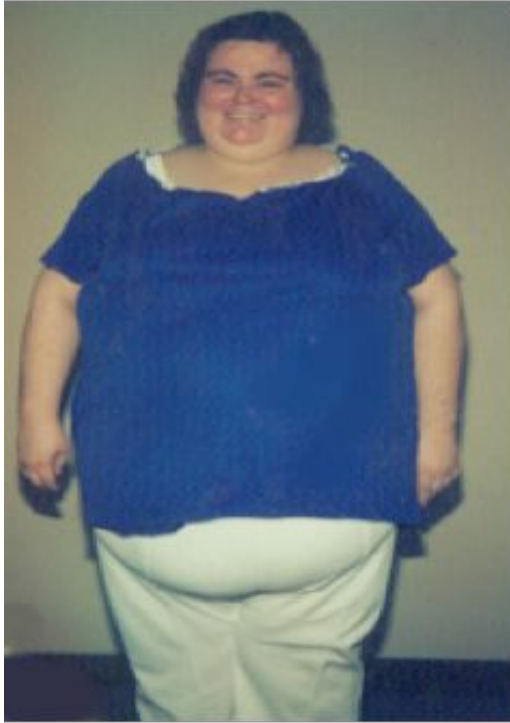
Question:

- What behaviors of current or potential employees, co-workers and/or people you serve have been the most challenging for you?

Core value:

- We know people are not to blame for the trauma and stress that impacts them, and that trauma is caused by unjust systems.
- We know resilience is an inner strength in all humans, regardless of background, and we as people are wired for connection and healing.

Origins of the ACE Study



51 weeks later

408 → 132 lbs



What was the *core* problem here?



ABUSE



Sexual

1. For self-protection: *“Overweight is overlooked, and that’s the way I need to be.”*

2. Soothing behavior: *Eating makes you feel better. Eating soothes your stress, anxiety, fear, anger or depression.*

....So they did a study of 17,000 people

The three types of ACEs include

ABUSE



Physical



Emotional



Sexual

NEGLECT



Physical



Emotional

HOUSEHOLD DYSFUNCTION



Mental Illness



Mother treated violently



Divorce



Incarcerated Relative



Substance Abuse

Higher ACES/Stress => Worse Outcomes

ACES can have lasting effects on....



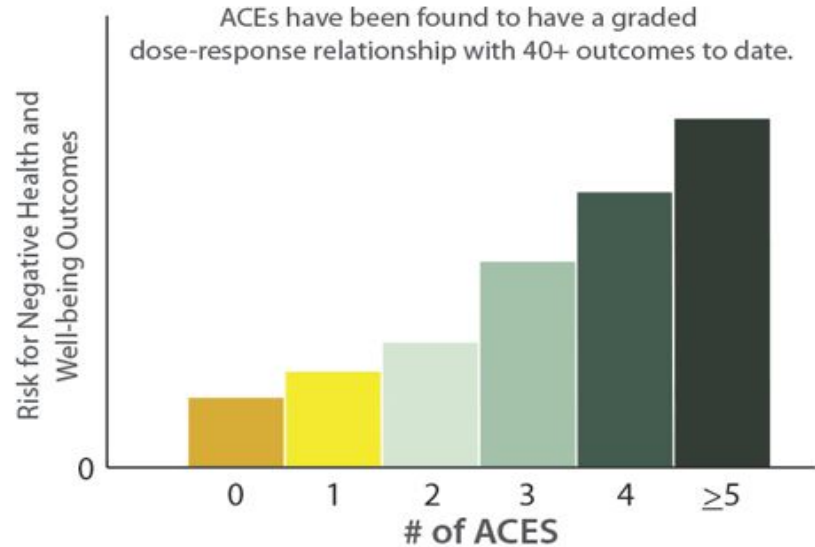
Health (obesity, diabetes, depression, suicide attempts, STDs, heart disease, cancer, stroke, COPD, broken bones)



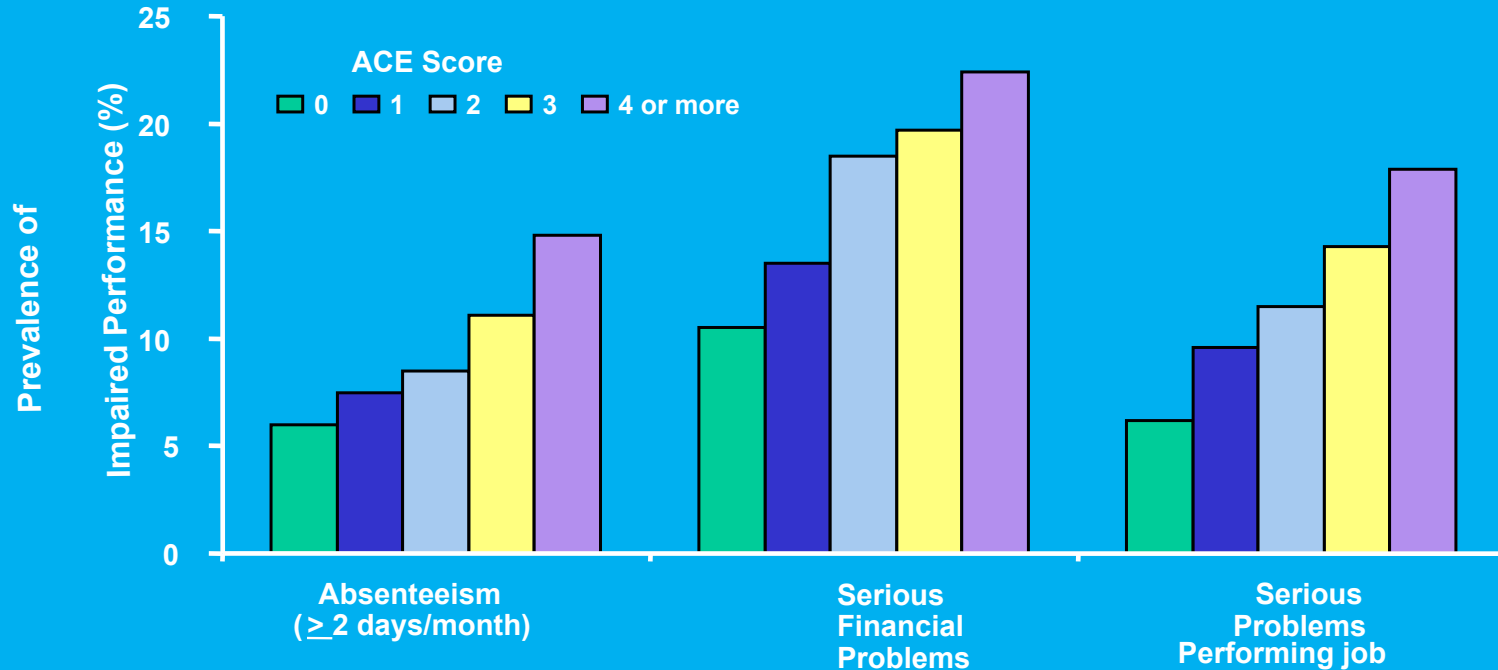
Behaviors (smoking, alcoholism, drug use)



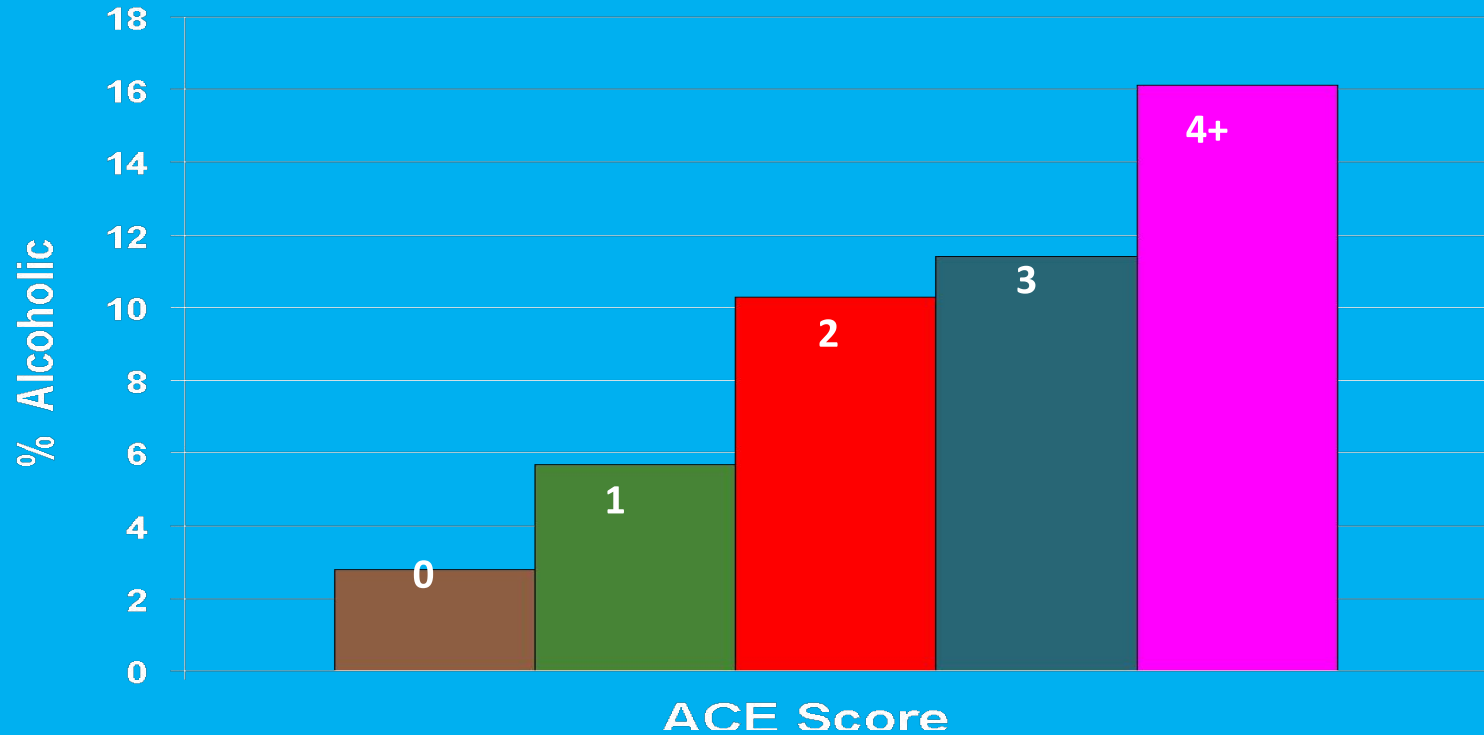
Life Potential (graduation rates, academic achievement, lost time from work)



ACE Score and Indicators of Impaired Worker Performance



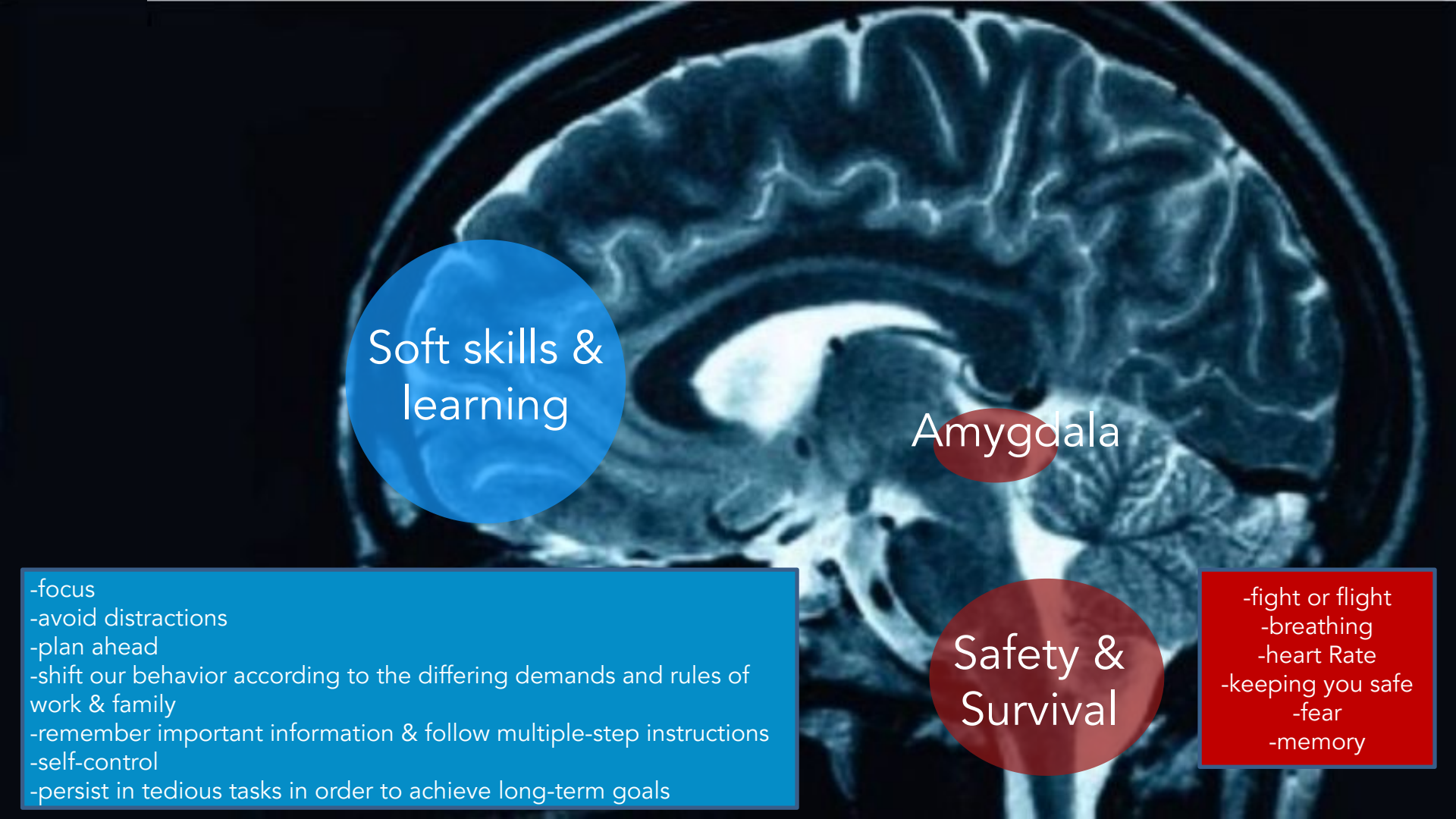
Childhood Experiences vs. Adult Alcoholism



How trauma & stress impacts our body & brain

Goal:

To see any behavior through the lens of
*“What state is this person’s nervous
system in?”*



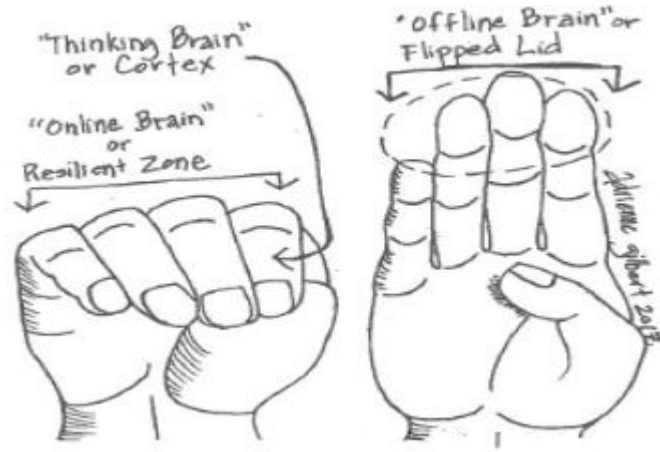
Soft skills &
learning

Amygdala

Safety &
Survival

- focus
- avoid distractions
- plan ahead
- shift our behavior according to the differing demands and rules of work & family
- remember important information & follow multiple-step instructions
- self-control
- persist in tedious tasks in order to achieve long-term goals

- fight or flight
- breathing
- heart Rate
- keeping you safe
- fear
- memory



Thinking Brain

Critical thinking
Problem
solving,
planning,
creativity,
beliefs, impulse
control

Offline Brain

*Survival brain
in control*

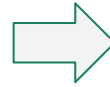
Not able to
access the
thinking
brain.

Trigger →

Anything that reminds you of your trauma (subconscious)

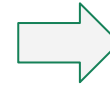
Toxic Stress →

Cannot manage



Coping Behavior →

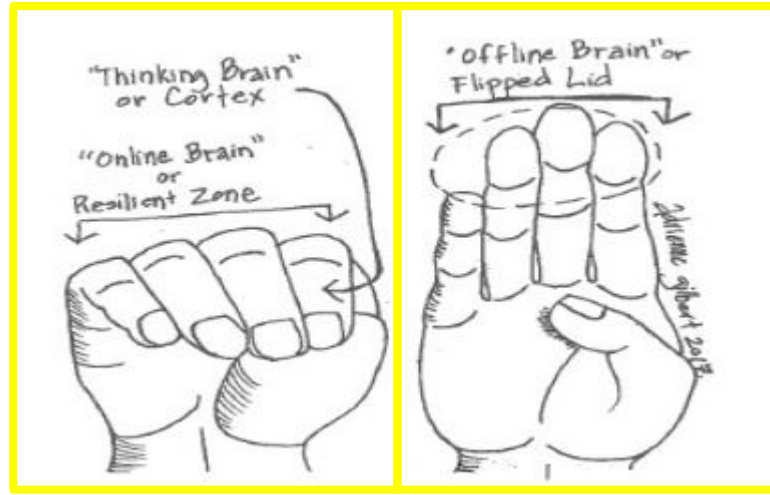
The behavior is a solution to reduce the stress



Reward

Stress is reduced

- Being punitive or harsh
- Threats, raising voice
- Physical contact (touching someone's shoulder)
- Flashbacks, memory
- Scent



Fighting, alcohol, marijuana, food, sex, tobacco, violence, aggression, eating disorders – to escape intense stress, fear, anxiety, depression, anger

Big Idea

What are often viewed as behavioral problems are often personal efforts to cope (in ways that don't serve us well) with stress, long concealed trauma.

Trauma responses are often interpreted as problems with employability and soft skills.

Turn & talk

Question:

- Could any of the challenging behaviors of your employees/co-workers be related to the science of trauma?

Big Idea

Adversity is not destiny

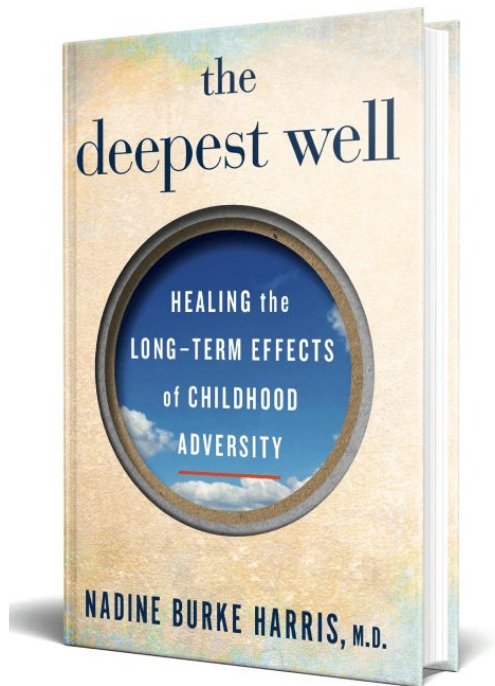
Fever

vs.

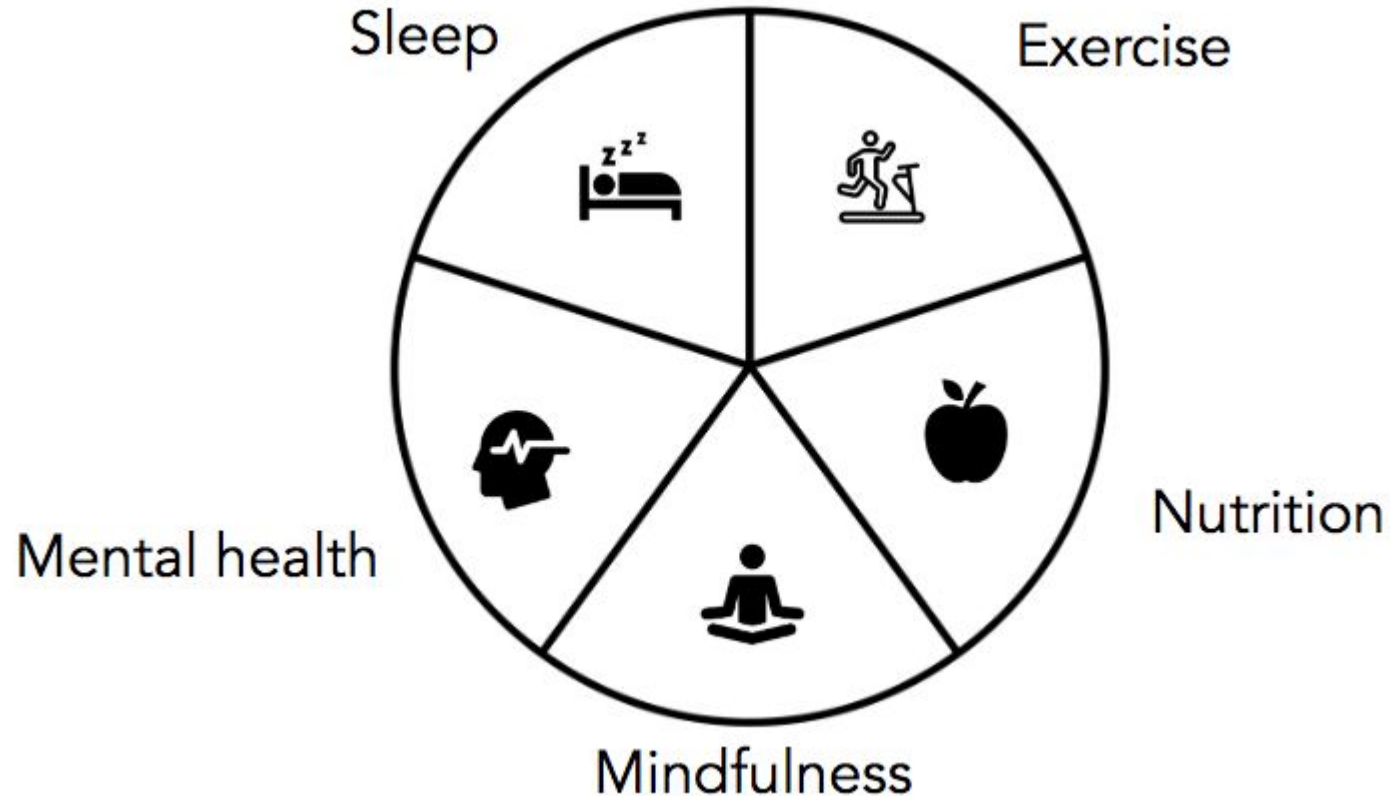
Terminal illness



Takeaways:

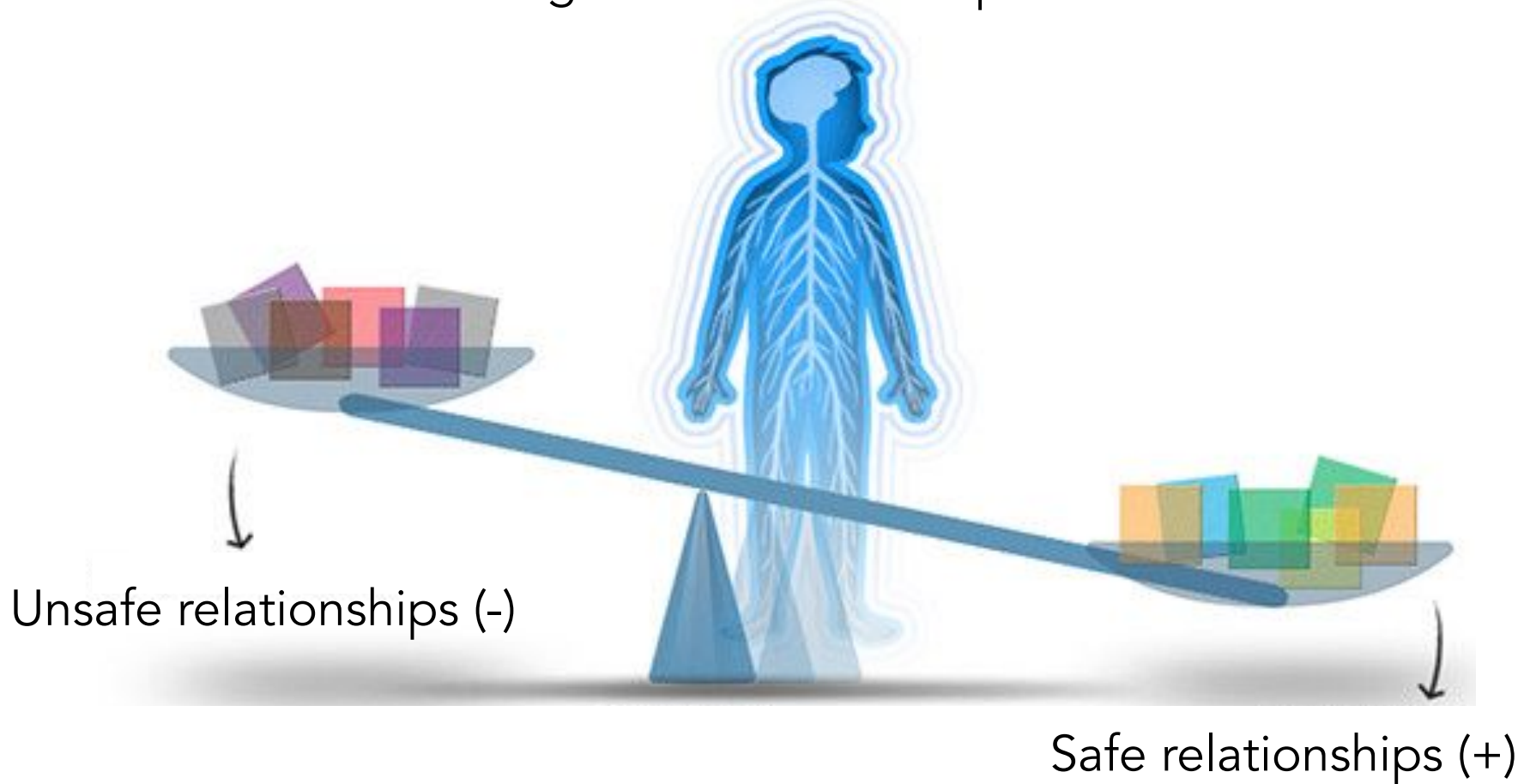


Healthy relationships





Resilience is built through Safe Relationships



Relationship Patterns: Unsafe vs. Safe

| <u>Unsafe</u> | <u>Safe</u> |
|----------------------------|-------------------------|
| You are ignored | You are seen |
| You are silenced | You are heard |
| Your feelings don't matter | Your feelings validated |
| | |
| Insensitive & inactive | Responsive & active |

Takeaway:

- Resilience, or making it through hard things, is not something we do or build individually by making good choices.
- However, with the right support, difficult and stressful events do not have to cause trauma and do not have to be entirely negative.

Questions?

Agenda

- ROI's story and context
- The challenge our state is facing
- Trauma and its impact on employability and soft skills
- **Engagement process & strategy**
- Pilots & results
- Q & A

How might we create...

Systems in rural communities that support people's healing from adversity by understanding history, reshaping practices, and fostering connections to economic opportunity

Framing Question:

What forces account for the current levels of trauma/ACES in Edgecombe County?

Core value: Trust the process

Design Thinking

USER-FOCUSED: prioritizes deeply understanding the problems of a core group of users



Image Credit: IDEO.org

Systems Thinking

SYSTEM-FOCUSED: prioritizes understanding the factors and dynamics that make up a complex problem

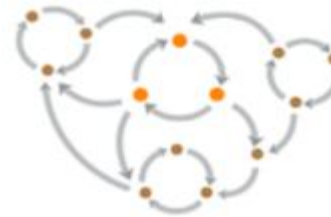
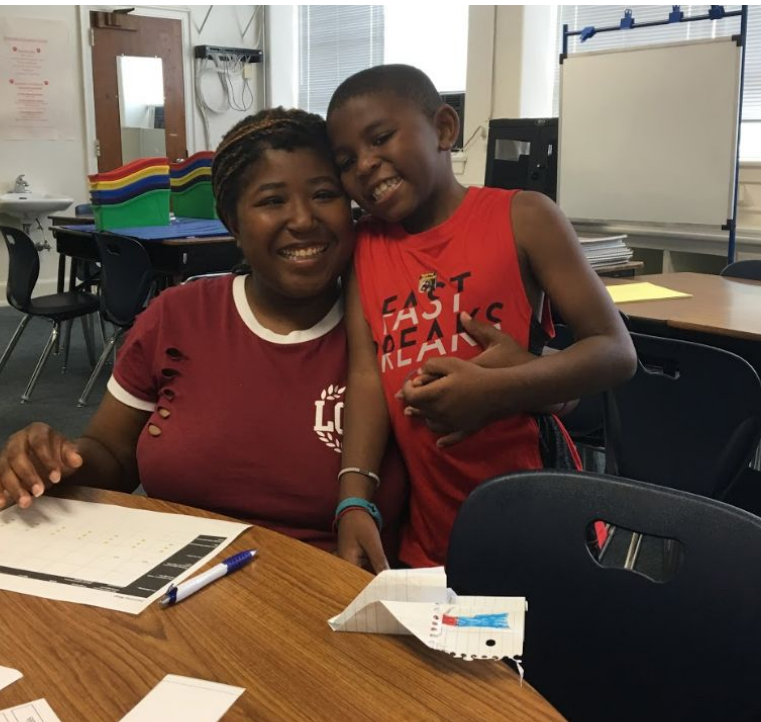


Image Credit: The Omidyar Group

Learn from providers & systems leaders



Learn from community members



Interviews & workshops with 300+ people

Law Enforcement



Local Government



K-12 Education



Community College



Local Business



Hospital



Mental Health Providers



Parents



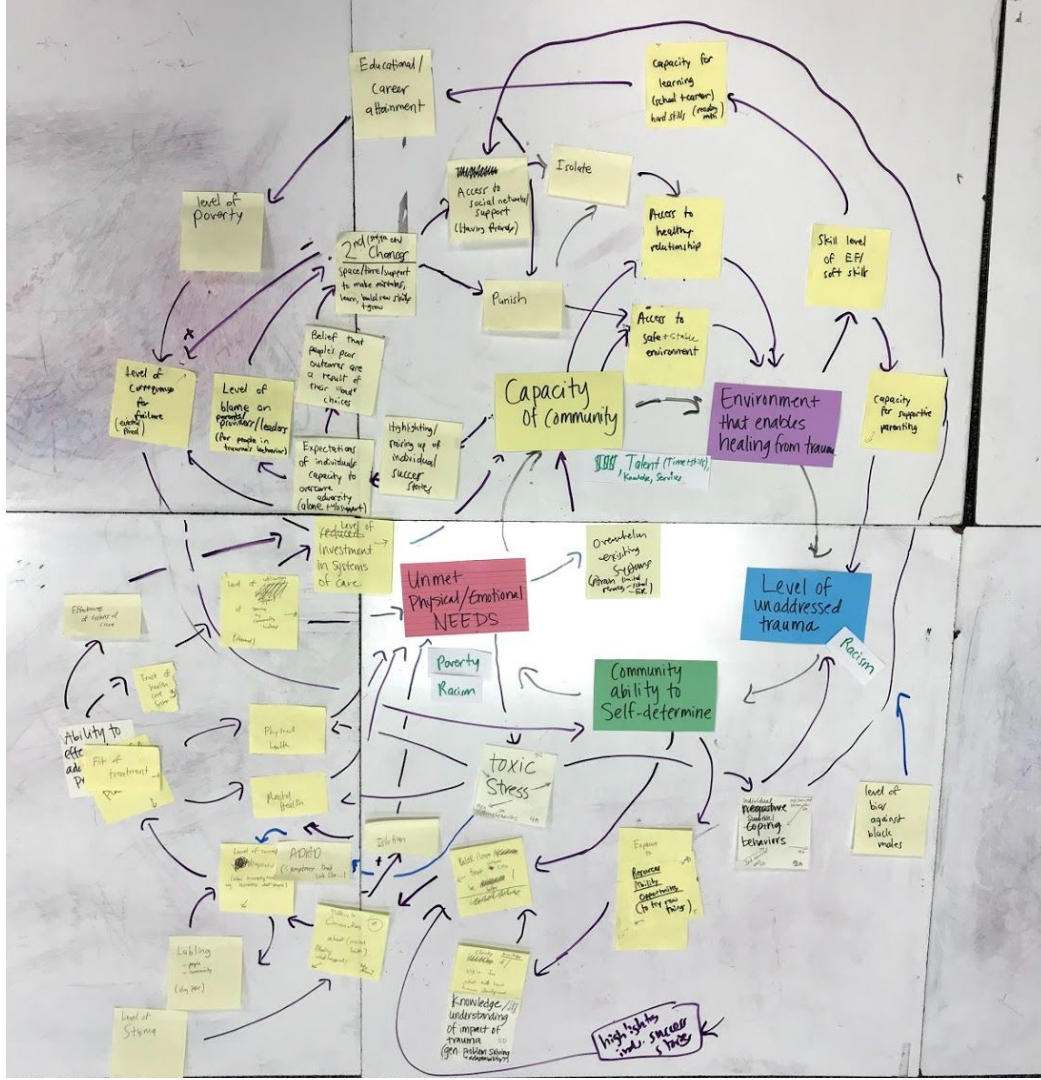
Systems Thinking



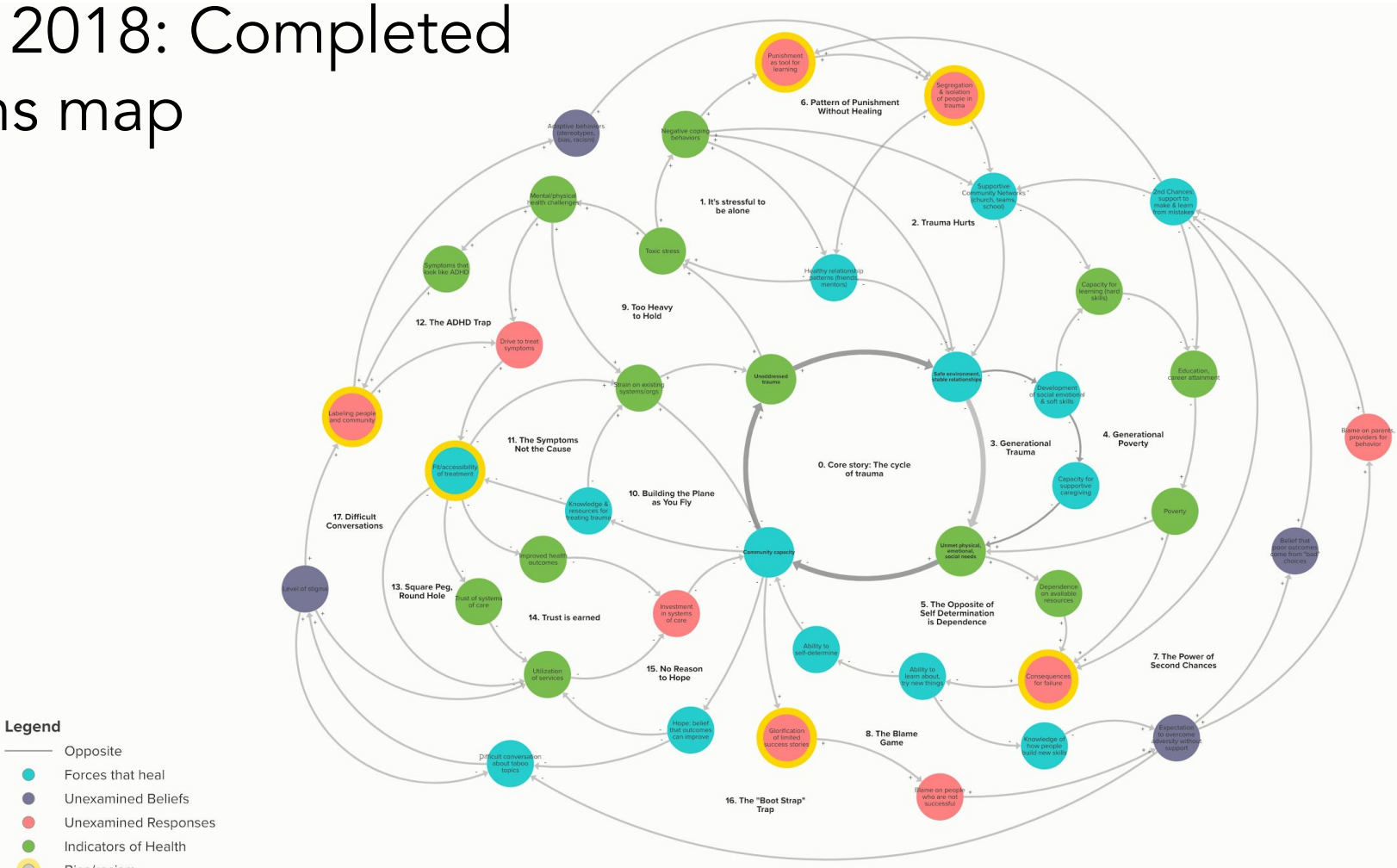
Community cross-sector meetings every 8 weeks



Building a systems map to visualize patterns

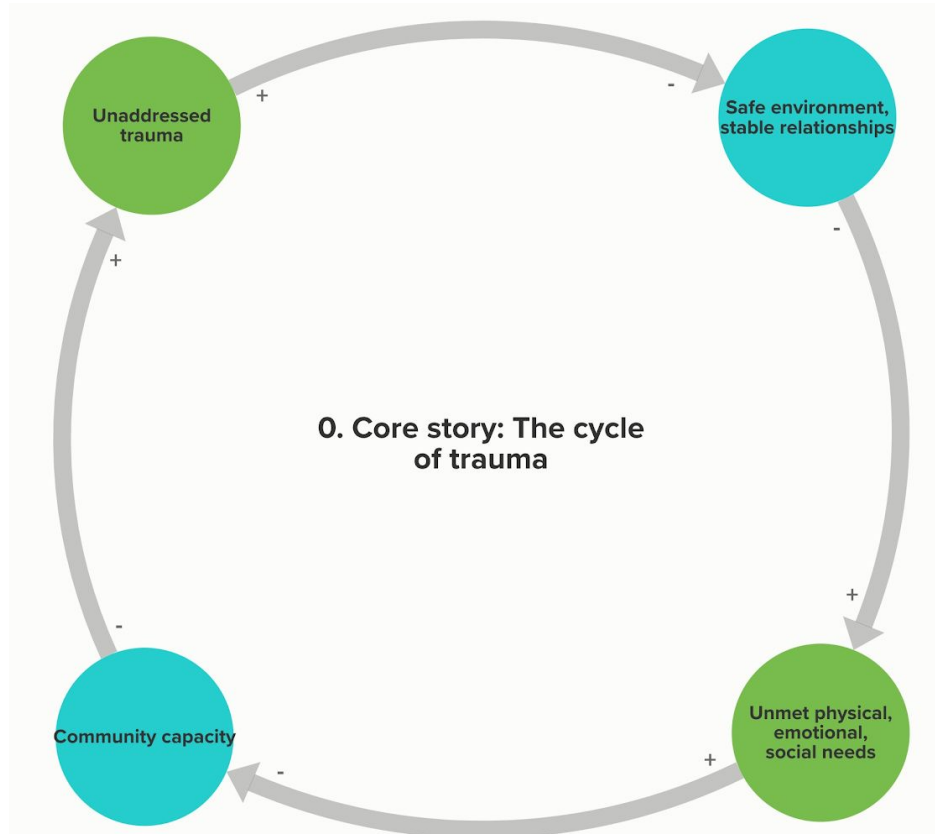


March 2018: Completed systems map

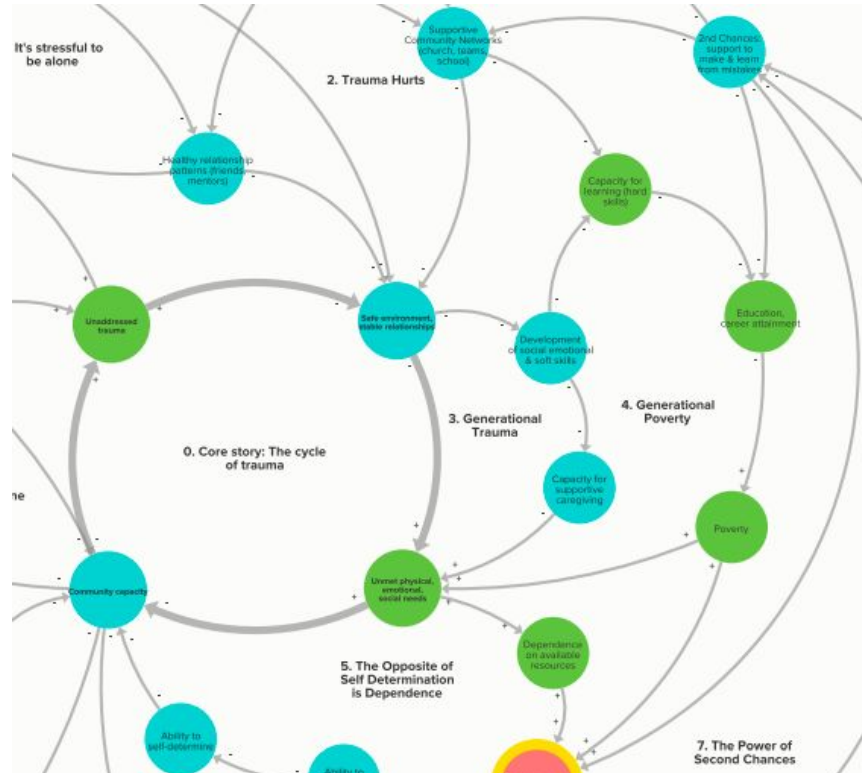


Map Narration: Main areas of map

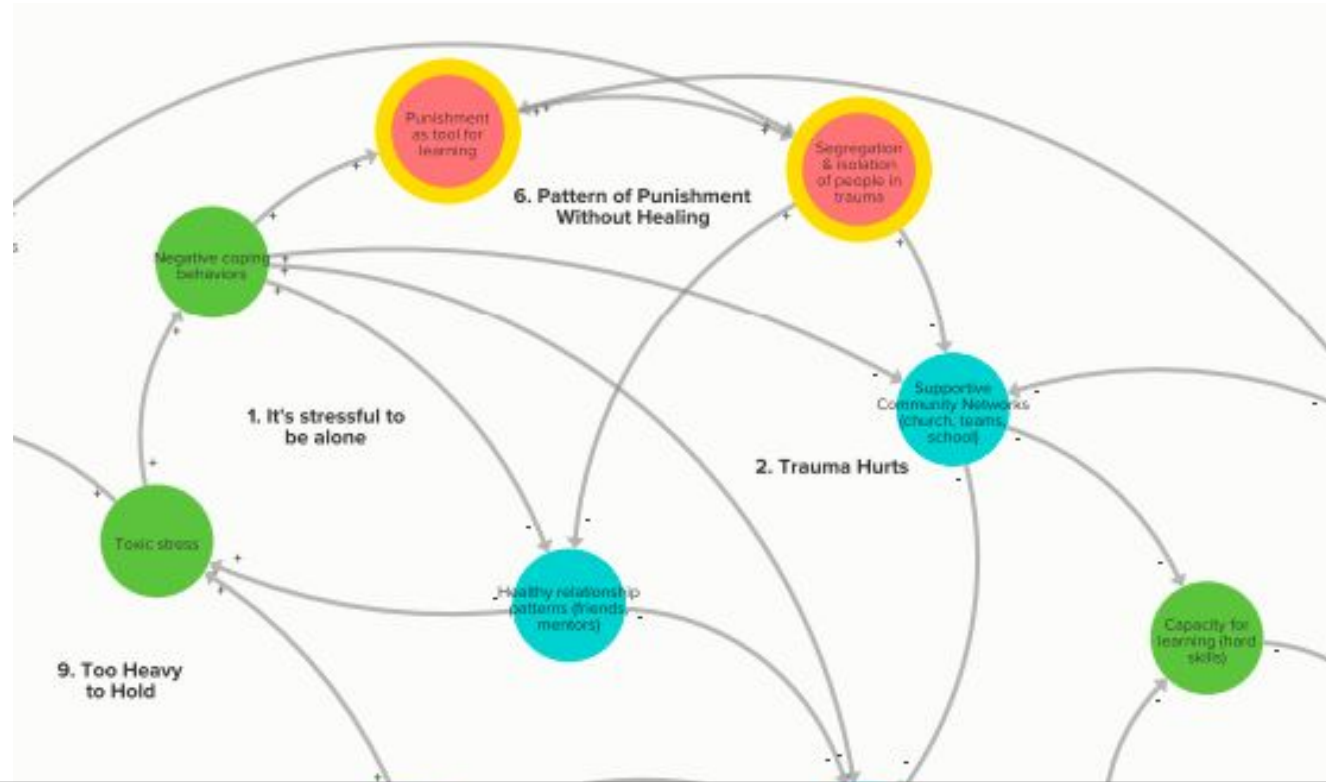
Map Narration: Core Story



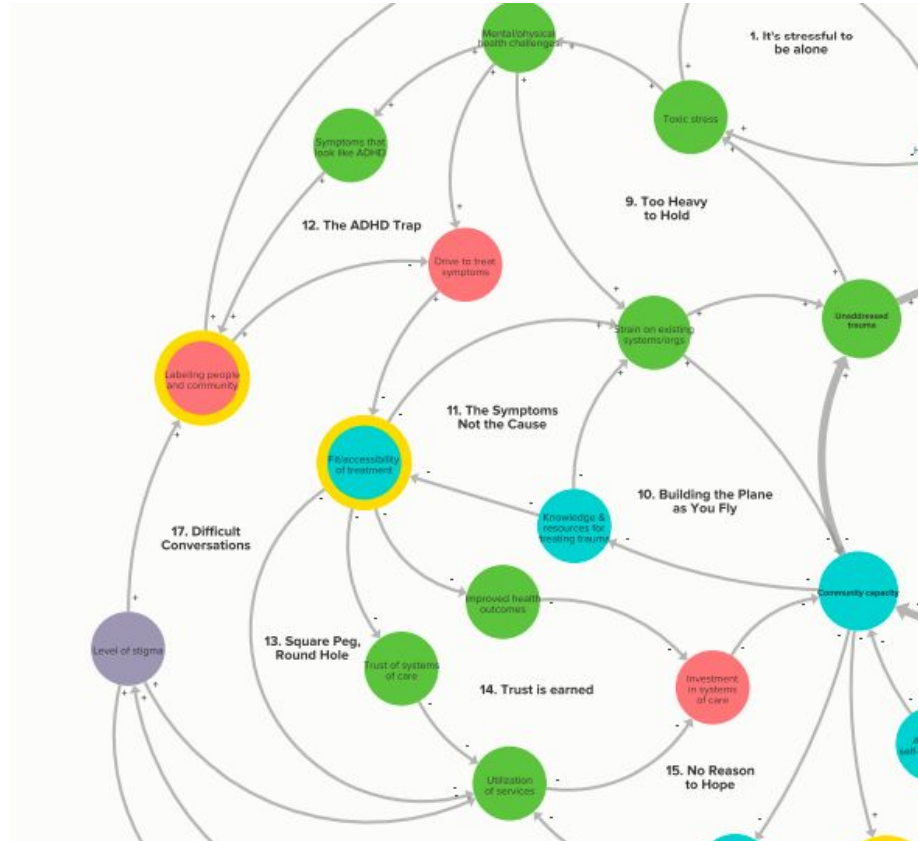
Underdeveloped soft skills perpetuate generational trauma & generational poverty, derailment from pathways to school/work



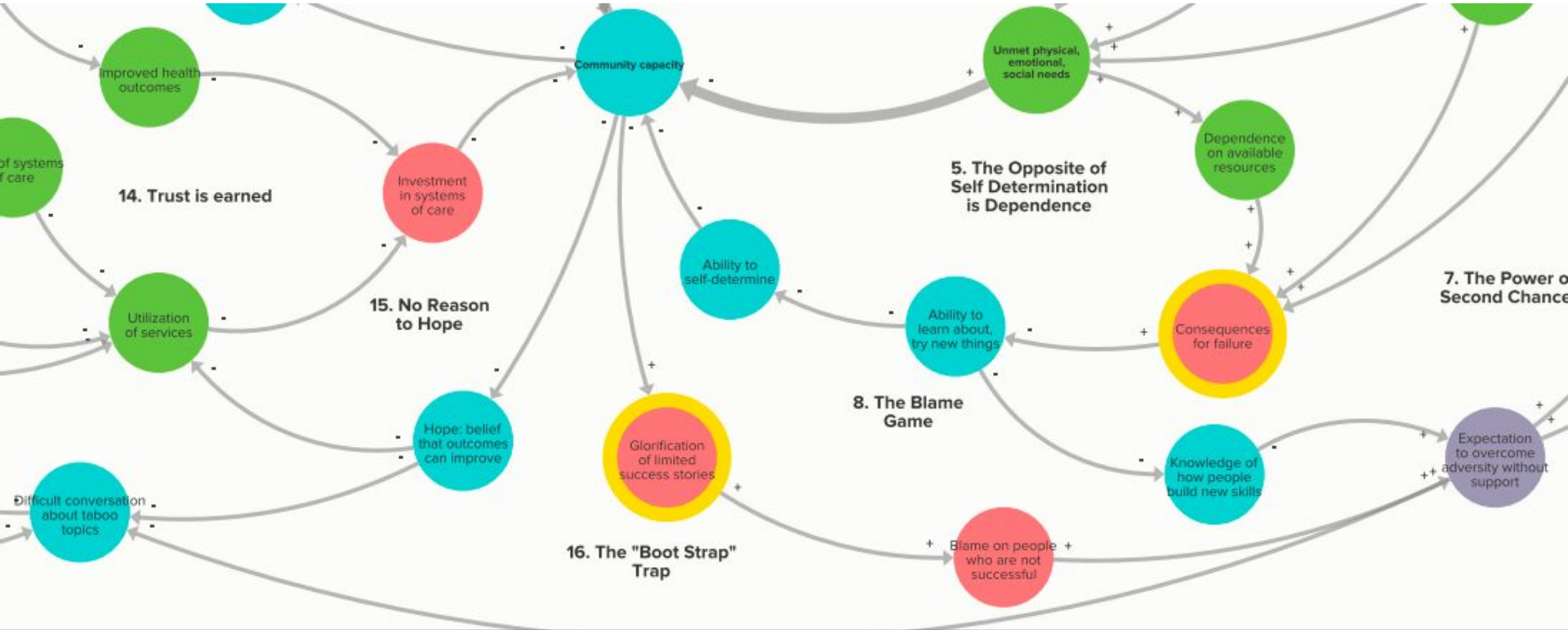
Negative coping behaviors lead to punishment, isolation from healthy relationships & opportunities to build soft skills



Systems of care misdiagnosis and then apply poor fit treatments



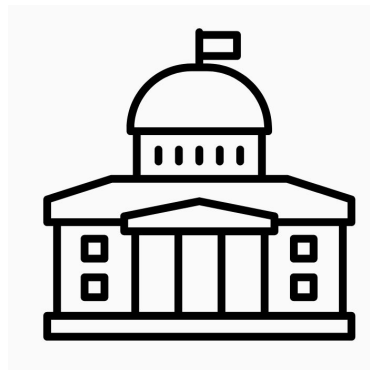
No hope = blame, few 2nd chances, less difficult conversations



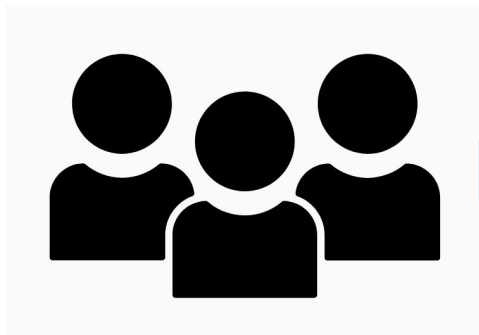
The current system moves away from healing trauma because it segregates and isolates people in trauma from examples of healthy relationship patterns.

The current system is optimized to produce and reproduce future generations of people who suffer from trauma and do not experience healing.

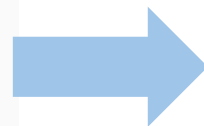
Our approach



Business &
Institutions



Community
members



Learn about
historical trauma

Shift policy and
practice

Reconnect to
school and work

Turn and talk

What information is most resonating?

What was most surprising?

What does this information make you think?

Agenda

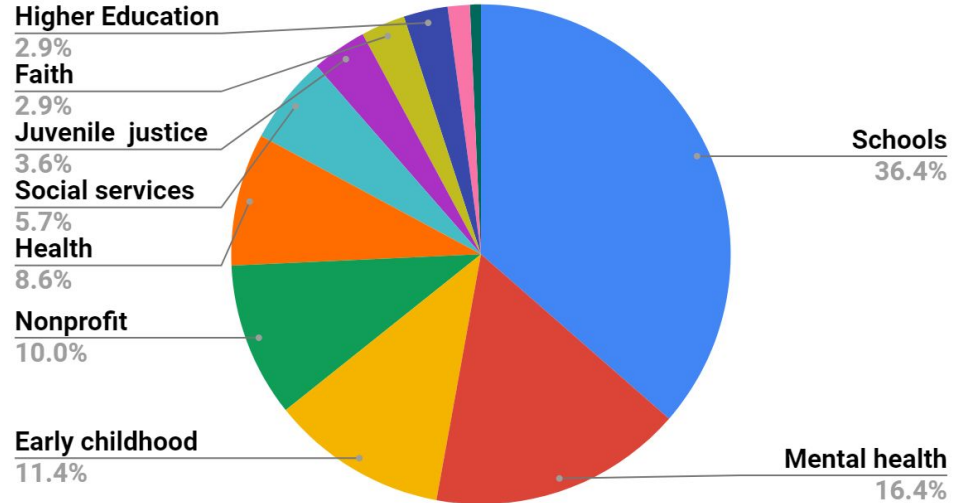
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1. Learn about trauma

- 85+ workshops and trainings
- 3500+ people

Reconnect for Resilience training by sector



Types of training

30 to 90 minute presentations to raise awareness about stress, trauma and resilience.

Outcome:

- 88 community presentations to 3666 people



200 people locally have been
trained in 2-day *Reconnect*



Connect

Help create and increase safety in relationship with others

Sense-In

Tune-in to positive sensations (used with every other resiliency tool)

Rapid Reset

Quickly calm your nervous system when way out of balance, or help deescalate others when they are out of balance

Resource

Sense-In to a positive memory or strength that helps you feel better

Re-Direct

Move to attending to sensations in the body that are neutral or positive

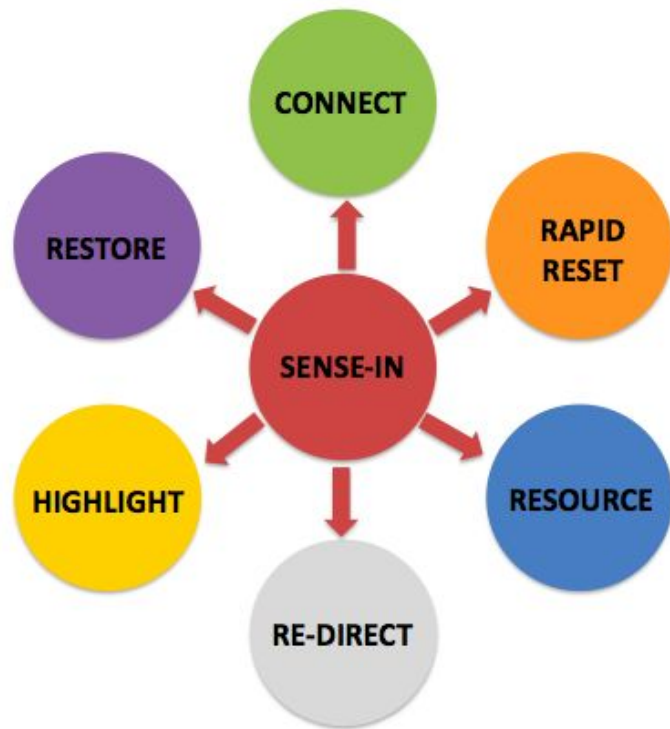
Highlight

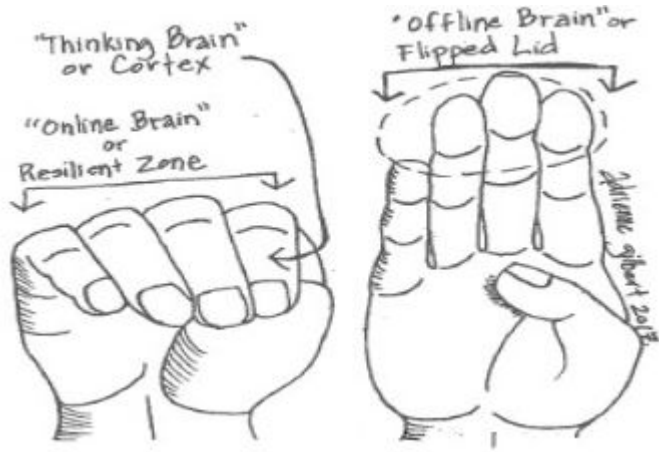
Sense-In to life-affirming helpers

Restore

Return to self-compassion when there is shame

The Resiliency Tools





Employability

Soft skills

Thinking Brain

Critical thinking
Problem
solving,
planning,
creativity,
beliefs, impulse
control

Offline Brain

*Survival brain
in control*

Not able to
access the
thinking
brain.



“By doing work on my own issues, I’m giving the people who I know the strength to work on theirs.”



“We’re shifting from a punitive approach, which has proven since the Dark Ages not to work, to a restorative approach.”

2. Shift policy and practice



Edgecombe County Public

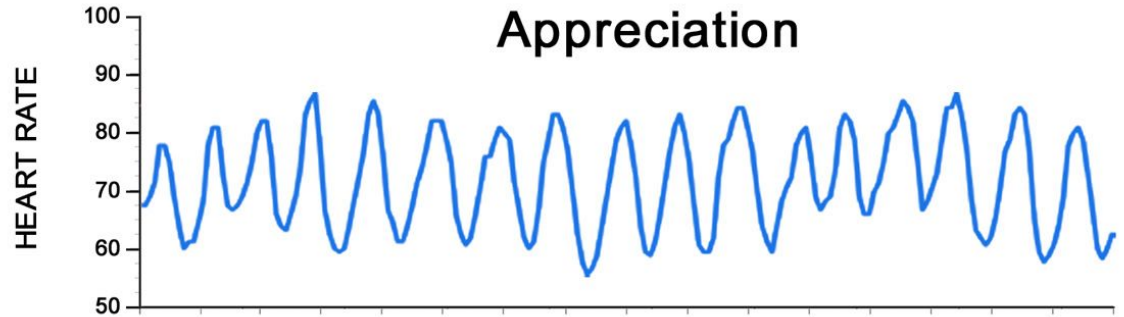
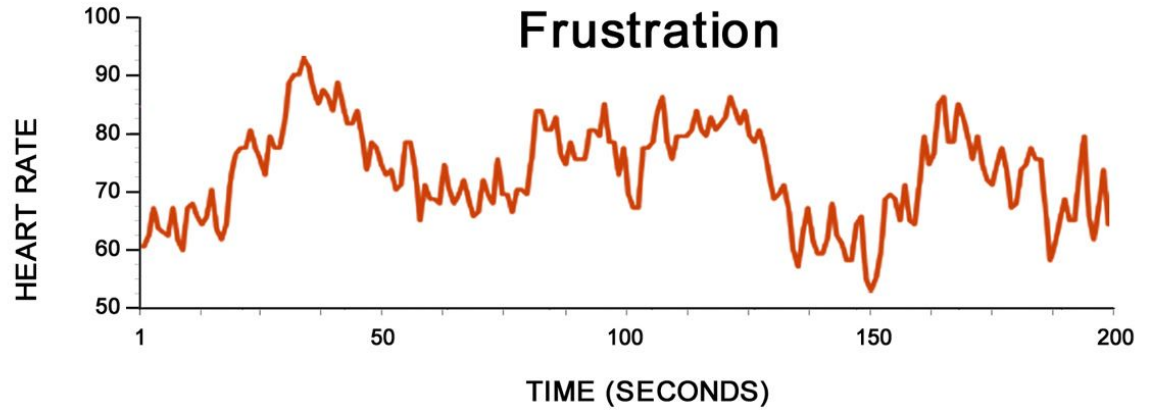
SCHOOLS

THE KEYS TO SUCCESS: HOME, SCHOOL, & COMMUNITY

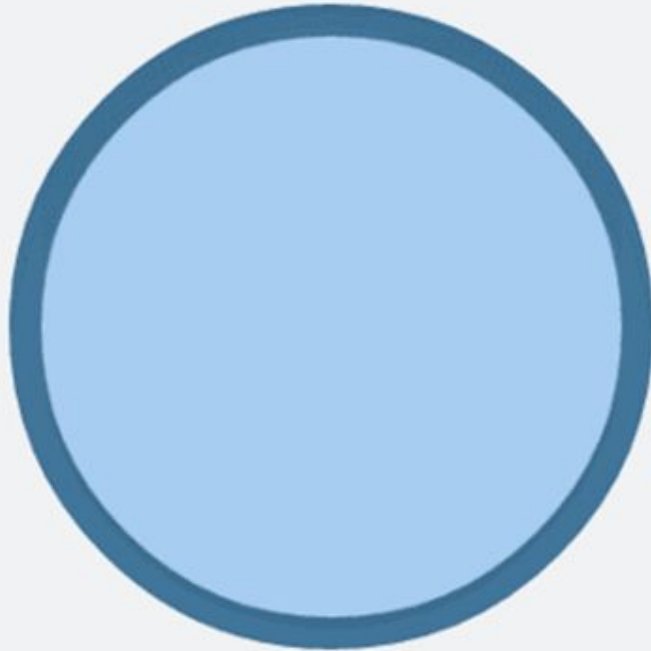
Biofeedback Training



What Biofeedback looks like



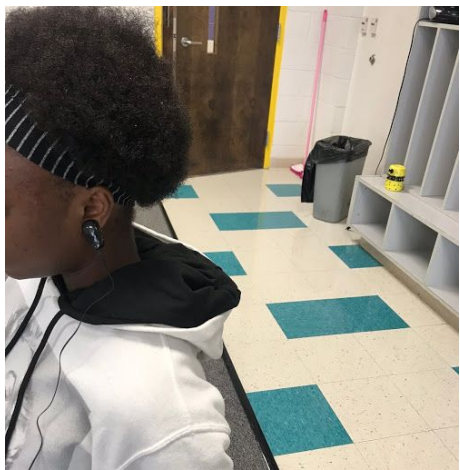
Practice this Exercise



Biofeedback in the workplace

Data:

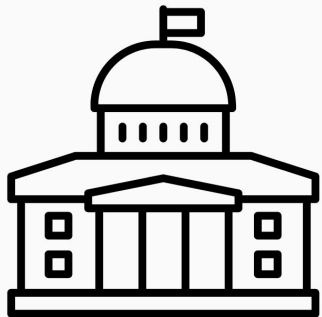
- 74% reduction in workplace stress
- 50% reduction in stress-related illnesses, such as high blood pressure/gastrointestinal
- 70% percent of the employees eliminated their use of pain medications



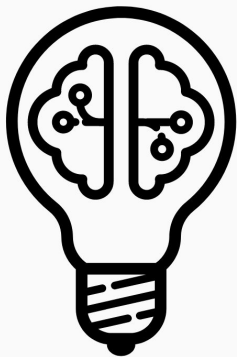
Data from Middle School Pilot

- Students who did biofeedback breathing saw their anxiety symptoms reduce by 57%
- 100% of students said their ability to calm down has improved since beginning biofeedback and want to continue the program

Where we are headed: ROI Accelerator



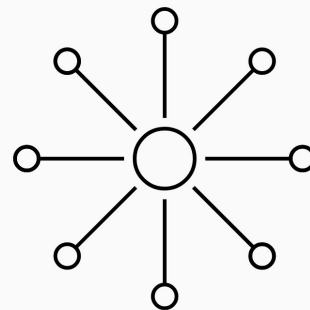
Institutions and
businesses



Pilot
innovative
practices



Punitive →
healing



Scale
insights

How you can get involved:

1. Share data with us on your biggest challenges related to hiring / workforce
2. Schedule a training presentation for your staff on how trauma and stress impact performance
3. Participate in a biofeedback pilot with your employees

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